

General Policies

DEPOSITS

A valid debit card or credit card is required to guarantee a reservation for a party or event. Dates cannot be held without either a payment or payment arrangement. Reservations will only be held for 24 hours if a payment arrangement is made.

2 hour parties or events require a \$50 deposit.

3 hour parties or events require a \$75 deposit.

4 hour parties or events and holidays require a \$100 deposit.

Special events require a \$200 deposit.

REFUNDS/CANCELLATIONS

Cancellations made 7 or more days prior to a scheduled party or event will receive 50% of the deposit. As an alternative, we will allow 1 reschedule. We will issue a refund of 100% of the deposit if Gamebox cancels a reservation for any reason. Cancellations made less than 7 days prior to a scheduled party or event will receive no refund. No refunds for cancellations of special events and holidays. **ALL SALES ARE FINAL.**

TRAVEL SURCHARGES

Travel surcharges will be applied to any location more than 20 miles outside of zip code 90723. We do not generally travel more than 50+ miles outside of our service area. Special accommodations may be made on a case by case basis.

21-29 miles outside of our service area will incur a \$20 travel surcharge

30-39 miles outside of our service area will incur a \$30 travel surcharge.

40-50 miles outside of our service area will incur a \$40 travel surcharge

REMITTANCE OF BALANCE

The balance due on any reservation is due in full immediately after setup is complete. **We will not provide services if the balance is not paid at that time.** The balance may be paid with cash, credit, debit, Venmo, Cash App, Zelle, Paypal, or with a business check. We do not accept personal checks.

INCLEMENT WEATHER

Gamebox Mobile Video Gaming and Entertainment operates rain or shine. We will only cancel a party or event if the weather poses a serious threat or compromises the health and safety of our employees, equipment, and/or event attendees.



REFUSAL OF SERVICE

Gamebox Mobile Video Gaming and Entertainment reserves the right to refuse service if we observe behavior which we deem to be a potential threat to our employees, equipment, or attendees of your party or event. Such behavior includes, but is not limited to, obvious intoxication, observed or suspected drug use, aggressive language or behavior, unsafe surroundings, etc. In this case, we may refuse to start a party or event or terminate a party or event already in progress.

FOOD/DRINK

Food or drink of any kind is not allowed in the gaming trailer. This includes candy and gum. Please instruct your party or event guests to consume food and drinks outside of the gaming trailer.

SUPERVISION OF MINORS

Gamebox Mobile Video Gaming and Entertainment always requires that a parent or responsible adult be present inside the gaming trailer or in proximity of the trailer .

TIPS

Our Game Coaches are there to unbox the fun at your party or event and ensure the safety and comfort of all; a job well done is expected. Tips are not necessary, but you are welcome to do so at your own discretion.

PHOTOS/FILMING

Game coaches or other employees will occasionally take photos or film during a party or event to be used as content for our website and/or social media platforms. Please inform us in advance if you do not wish to have your party or event filmed and/or photographed.

PRIVACY

Gamebox Mobile Video Gaming and Entertainment is committed to protecting your privacy. We use the information we collect on this site for the sole purpose of booking mobile video gaming services for your party or event. We will never sell, trade, or rent your personal information to third parties.



SPECIAL EVENT INSURANCE

Gamebox Mobile Video Gaming and Entertainment **does not** carry General Liability insurance for standard parties and/or events. General Liability insurance is available for special events such as weddings, festivals, school events, and/or but not limited to public events. Please inform Gamebox of any venues, persons, or entities that need to be listed as an “additionally insured” on the General Liability insurance policy for your special event. ***An administrative fee of \$15 will be applied to the balance for Certificates of Insurance if required.**

DAMAGES/INJURY

Gamebox Mobile Video Gaming or any of its employees will not be responsible for any damage to property resulting from requests to position the trailer in a specific location. This includes both above and below ground damage to property and equipment. Additionally, Gamebox Mobile Video Gaming reserves the right to charge the reservation holder for damages to the trailer or equipment resulting from theft, or careless and willful damage caused by attendees of the party or event. Gamebox Mobile Video Gaming or their employees assume no responsibility for any injuries sustained in or around the gaming trailer, or on the property of the reservation holder during the party or event. All liability for injuries or damages is the sole responsibility of the reservation holder. **Booking with Gamebox Mobile Video Gaming implies that you understand and agree to our policies.**

